

**MANCHESTER ENVIRONMENTAL PROTECTION DIVISION**  
**Direct Payment Application Form**

Authorization Agreement for Direct Payments (ACH Debits)

**This service available to Residential Customers only.**  
**A separate form must be submitted for each service address.**

Please print out this form, complete it and mail to:

MANCHESTER EPD  
ATTN: CUSTOMER SERVICE  
300 WINSTON STREET  
MANCHESTER NH 03103-6826

**Account Number:** \_\_\_\_\_ —

**Account Name:** \_\_\_\_\_

**Service Address:** \_\_\_\_\_

I hereby authorize Manchester Environmental Protection Division, hereinafter called EPD, to initiate debit entries to my Personal Checking Account. The debit will be processed in the full amount of the EPD bill on or after 30 days from the bill date. I understand that to cancel an individual payment, I must notify EPD at least 10 business days prior to the billing due date. Direct Payment authorization will remain in effect unless permanently discontinued after having given EPD at least 10 business days notice thereof. A returned check fee will be applied for each direct debit payment rejected by the banking institution shown on the attached voided check. I will notify EPD in writing at least 10 business days prior to my due date, using a new application form, if I change banks or wish to use a different bank account for payments on this sewer account. EPD reserves the right to deny or cancel any application at its discretion. **By signing the authorization below, I agree to these terms and also acknowledge that I am a residential customer of Manchester EPD as it applies to the above-noted service account.**

**Name (print):** \_\_\_\_\_

**Billing Address:** \_\_\_\_\_

**Daytime Phone #:** \_\_\_\_\_ **E-mail:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

For questions concerning the Direct Payment Service call EPD Customer Service at 603-624-6522.

**ATTACH VOIDED BLANK CHECK HERE**

For Office Use Only:	Cycle-Route: _____
Application Complete _____	Application Approved By: _____
Residential Customer _____	Date Approved: _____

# **Manchester Environmental Protection Division (EPD)**

## **Direct Payment FAQ**

### **What is Direct Payment?**

Direct Payment is a fast and reliable way to pay your sewer bill. When you use Direct Payment, you authorize EPD to collect payment for your sewer bill directly from your individual or joint checking account.

### **What are the benefits of Direct Payment?**

You save time because there are no checks to write. You save money avoiding the cost of mailing and, except in case of rejected Direct Payment debits; you will never incur a late charge. You can be assured your sewer bill will be paid in full and on time even if you are away from home.

### **How much will Direct Payment cost me?**

Direct Payment is a service provided by EPD at no charge to our customers.

### **How will I know the amount of the payment and when will I be debited?**

As in the past, you will receive your sewer bill in the mail. On your bill you will see “\*\*\*DIRECT PAYMENT NOTICE – SEND NO PAYMENT\*\*\*”. Debiting of your checking account will be on or after 30 days from the billing date for the full amount of your EPD bill.

### **Can I cancel a single payment without discontinuing the Direct Payment service altogether?**

Yes. To cancel a single payment call EPD Customer Service at 603-624-6522 at least 10 business days prior to your sewer bill due date and request that your automatic payment be cancelled for that billing period. Keep in mind that you will still be set up for Direct Payment for subsequent billing periods. Also, if discontinuing Direct Payment service, please have your EPD bill available for verification purposes.

### **What if I think my bill is incorrect?**

For questions concerning the correctness of sewer bills, contact EPD as soon as you receive your sewer bill. Every effort will be made to make any necessary corrections before the due date. Also, if you do not see the Direct Payment notice on your sewer bill, the automatic debit on your bank statement, or the amount is incorrect, contact your bank and EPD immediately.

### **How do I enroll?**

To enroll, you need to obtain an application form. The form is available for printing from the EPD website ( [www.ManchesterNH.gov/EPD](http://www.ManchesterNH.gov/EPD) ), for pick-up from our office at 300 Winston Street or by calling 603-624-6522 to have a form mailed to you. Complete the form, **attach a voided check** and mail it to the address shown on the form. Our customer service representatives will be happy to review the form with you prior to submitting it should you have any questions or concerns about filling it out.

### **How long does it take to process my enrollment?**

Please allow up to 60 calendar days for processing. When you see the Direct Payment notice on your sewer bill that means the plan has started for you. If for any reason, Direct Payment has not been activated by the time you receive your second bill, please call EPD at 603-624-6522.

### **How do I discontinue my Direct Payment arrangement with EPD?**

You can discontinue your Direct Payment arrangement at any time by writing or calling EPD. For telephone cancellations, please have your EPD bill available for verification purposes. We require at least 10 business days notification prior to your bill due date to discontinue your Direct Payment arrangement. Any balance due at the time of discontinuance must be paid using an alternative payment method.

## **MANCHESTER ENVIRONMENTAL PROTECTION DIVISION (EPD)**

### **Direct Payment Policies**

1. All applications for Direct Payment **must** be made on an EPD Direct Payment Application Form.
2. A separate form must be submitted for **each** service address.
3. All applications must include a **voided blank check** to insure the accuracy of customer's checking account routing and account numbers. EPD will only accept Direct Payment debits via personal (non-commercial) checking accounts.
4. EPD will review all applicant customer records to insure they are properly classified as residential customers. EPD reserves the right to refuse any applicant deemed to be non-residential.
5. All customer bank accounts will be pre-tested for \$0.00 through the ACH debit system for verification.
6. Customers will be charged \$30 for Direct Payments rejected by the customers banking institution in accordance with the City's returned check policy.
7. It is the customer's responsibility to notify EPD of changes in bank account routing information. A revised application form and **voided blank check** must be submitted when changing bank account information.
8. EPD reserves the right to deny any application or cancel existing Direct Payment arrangements with any customer at anytime without penalty.